

Complaint Tracking for OK (06/01/2012-05/31/2013). Total Customer Contacts: 4

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	03/05/13	Customer stated that after the completion of the call, the agent did not acknowledged the customer's closing comment. The customer reiterated the comments and once again the agent did not responded. Customer thought that perhaps the agent disconnected on the customer. Apologized for the inconvenience this may have caused. No follow up requested.	03/05/13	We did not have agent ID currently assigned at this time. Unable to conduct a follow up with the agent.
2	04/18/13	Customer requested a redial to leave a Voice Carryover message. The customer did not receive any indication that the phone was ringing, only (one moment please). The customer attempted to get operators attention and asked what was going on. Customer did not receive a response so they hung up and placed call with another operator.	04/20/13	Apologized to customer and informed them this will be forwarded to the operators supervisor for review. No follow up required. Followed up with the agent and reviewed proper procedure. The agent will perform in a more professional manner in the future.
3	10/01/12	Customer reported seeing "Login failure" on the screen of the CapTel.	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
4	10/01/12	Customer reported seeing "Account Login Failure" please call support Code E2 on their CapTel display screen.	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.